

As of 10/7/2009

240 - Department of Licensing

A001 Providing Strategic Direction through Executive and Technology Administration

Statewide Result Area: Improve the safety of people and property

Statewide Strategy: Support and enhance highway safety

Expected Results

Leadership, administration, and regulation of laws related to motor vehicles/vessels, driver licensing, and 27 businesses and professions. Human resource services for 1,224 employees, including 10,000 hours per year of employee development and training. Public communications regarding the Department's legislative and other activities. Strategic and financial planning for a \$225 million biennial budget, and collection of \$3 billion in transportation revenues each biennium. Accounting services for the collection, sourcing, and distribution of \$1.5 billion of state and local revenues annually. Facilities management of 75 leases for 68 field offices, seven local offices, and warehouses. Contract administration of 637 contracts. Management and administration of all forms and records (1,700 unique record series, 71 million records, 900 forms, and 3,223,819 impressions). Information technology (IT) policy development, implementation, security administration, privacy protection, and operational integrity of 152 IT applications linked to 122 databases with more than 25 million client and client related records with 238 electronic interfaces to individual citizen records. Auditing and advisory services supporting the Department's accountability and performance improvement.

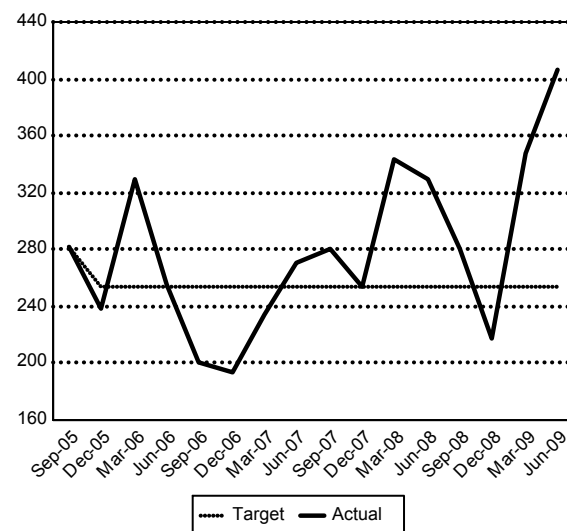
As of 10/7/2009

Average number of seconds to answer DOL customer service center calls.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	254	406	152
	7th Qtr	254	347	93
	6th Qtr	254	217	(37)
	5th Qtr	254	280	26
	4th Qtr	254	329	75
	3rd Qtr	254	343	89
	2nd Qtr	254	254	0
	1st Qtr	254	281	27
2005-07	8th Qtr	254	270	16
	7th Qtr	254	234	(20)
	6th Qtr	254	194	(60)
	5th Qtr	254	201	(53)
	4th Qtr	254	255	1
	3rd Qtr	254	330	76
	2nd Qtr	254	238	(16)
	1st Qtr	282	282	0
Measure and data revised from % decline in wait time to this measure of average seconds per call, to reflect measure used by Administrator.				

Date Measured: 7/29/2009

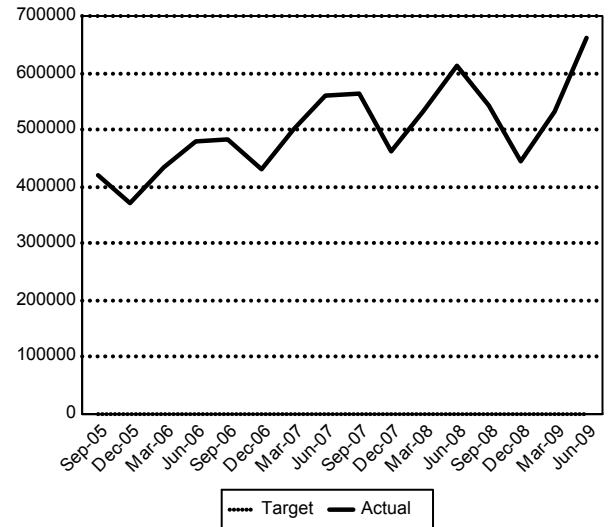
Comment: 23% increase over same months previous year.

Research of increase causes in process.



As of 10/7/2009

Number of DOL customer transactions completed over the internet.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	0	662,921	662,921
	7th Qtr	0	532,850	532,850
	6th Qtr	0	445,932	445,932
	5th Qtr	0	543,675	543,675
	4th Qtr	0	613,221	613,221
	3rd Qtr	0	530,297	530,297
	2nd Qtr	0	462,338	462,338
	1st Qtr	0	563,226	563,226
2005-07	8th Qtr	0	558,306	558,306
	7th Qtr	0	501,493	501,493
	6th Qtr	0	430,480	430,480
	5th Qtr	0	482,068	482,068
	4th Qtr	0	480,711	480,711
	3rd Qtr	0	434,089	434,089
	2nd Qtr	0	369,559	369,559
	1st Qtr	0	419,125	419,125



Date Measured: 7/29/2009

Comment: 8% increase from same months previous year. Over 8 million transactions completed over two biennia.

A004 Driver License Suspensions and Reinstatements, and Maintenance of Driver Records

Statewide Result Area: Improve the safety of people and property
Statewide Strategy: Support and enhance highway safety

Expected Results

Reduction of vehicle fatalities. Annual verification and update of driver records for 875,000 citations and 274,000 suspensions, which includes 78,000 for DUI arrests and convictions and 5,800 for uninsured accidents. Track medical certificates, vision certificates, alcohol and drug treatment requirements, and information on proof or cancellation of insurance. Suspension or reinstatement of driver records based on court action, administrative hearing, or as required by law. Respond to 4,000 telephone calls and 200 e-mails weekly from citizens inquiring about their driving records.

A008 Examining and Licensing Citizens to Operate Motor Vehicles

Statewide Result Area: Improve the safety of people and property
Statewide Strategy: Support and enhance highway safety

Expected Results

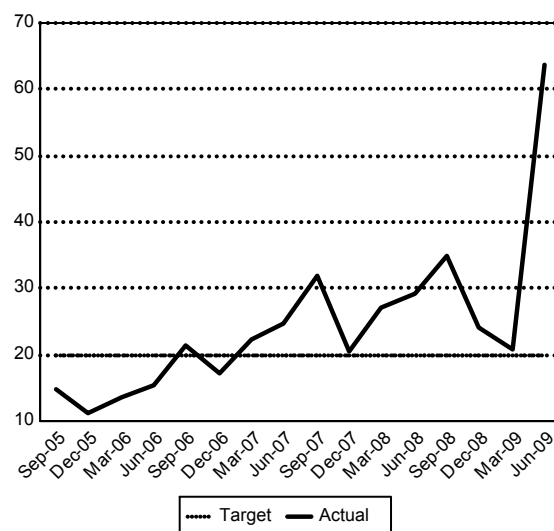
As of 10/7/2009

Reduction of traffic fatalities by partnering with state and federal agencies, such as the National Highway Traffic Safety Administration (NHTSA), which tracks the fatality rate per 100 million vehicle miles traveled; the Target Zero campaign, spearheaded by the Washington State Traffic Safety Commission to reduce traffic-related fatalities to zero by 2030; and the federal Motor Carrier Safety Improvement Act (MCSIA) of 1999, which aims to reduce the number of truck-related fatalities by 41 percent by 2008. The collection of \$55 million in revenue annually from issuance of driver licenses and identification cards. Registration of 3.4 million voters in partnership with the Secretary of State's Office. Registration of 803,000 organ donors. A wait time for citizens seeking services in licensing offices of under 20 minutes.

Average number of minutes a customer waits at a Licensing Service Office before being served.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	20	63.63	43.63
	7th Qtr	20	20.89	0.89
	6th Qtr	20	24.08	4.08
	5th Qtr	20	35.04	15.04
	4th Qtr	20	29.09	9.09
	3rd Qtr	20	27.12	7.12
	2nd Qtr	20	20.37	0.37
	1st Qtr	20	32.01	12.01
2005-07	8th Qtr	20	24.7	4.7
	7th Qtr	20	22.3	2.3
	6th Qtr	20	17.1	(2.9)
	5th Qtr	20	21.4	1.4
	4th Qtr	20	15.3	(4.7)
	3rd Qtr	20	13.6	(6.4)
	2nd Qtr	20	11.3	(8.7)
	1st Qtr	20	14.9	(5.1)
Average wait time is from 33 offices using the Q-WIN automatic counting system. Quarterly wait time calculation method corrected for 07-09 biennium, using office-specific data. Data from 05-07 biennium not available for correction under the new calculation method.				

Date Measured: 7/29/2009

Comment: Wait times in June 2009 were uncharacteristically high, impacted by a 203% increase in Enhanced Driver Licenses over June of 2008.

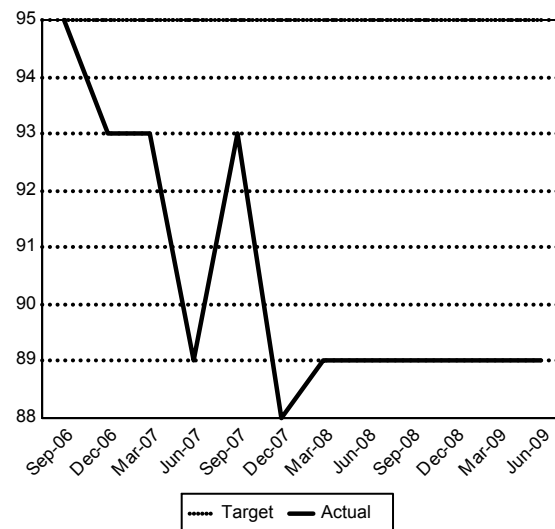


As of 10/7/2009

Increase the customer satisfaction rate for accuracy regarding drivers transaction services at Licensing Service Offices.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	95%	89%	(6)%
	7th Qtr	95%	89%	(6)%
	6th Qtr	95%	89%	(6)%
	5th Qtr	95%	89%	(6)%
	4th Qtr	95%	89%	(6)%
	3rd Qtr	95%	89%	(6)%
	2nd Qtr	95%	88%	(7)%
	1st Qtr	95%	93%	(2)%
2005-07	8th Qtr	95%	89%	(6)%
	7th Qtr	95%	93%	(2)%
	6th Qtr	95%	93%	(2)%
	5th Qtr	95%	95%	0%
2008 annual survey not conducted, due to budget priorities. 2008 and 2009 data represents carry forward of 2007 survey results. Previous quarterly data is preliminary, due to sample size, and updated upon receipt of full survey data.				

Date Measured: 7/29/2009

Comment: Survey not conducted during this time period (see footnotes).

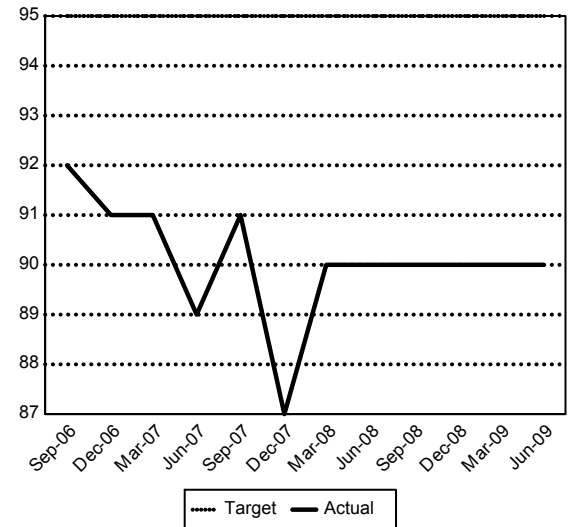


As of 10/7/2009

Rate of customer satisfaction for courtesy regarding drivers transaction services at Licensing Services Offices.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	95%	90%	(5)%
	7th Qtr	95%	90%	(5)%
	6th Qtr	95%	90%	(5)%
	5th Qtr	95%	90%	(5)%
	4th Qtr	95%	90%	(5)%
	3rd Qtr	95%	90%	(5)%
	2nd Qtr	95%	87%	(8)%
	1st Qtr	95%	91%	(4)%
2005-07	8th Qtr	95%	89%	(6)%
	7th Qtr	95%	91%	(4)%
	6th Qtr	95%	91%	(4)%
	5th Qtr	95%	92%	(3)%
2008 annual survey not conducted, due to budget priorities. 2008 and 2009 data represents carry forward of 2007 survey results. Previous quarterly data is preliminary, due to sample size, and updated upon receipt of full survey data.				

Date Measured: 7/29/2009

Comment: Survey not conducted during this time period (see footnotes).



A009 Providing Consumer Education & Protection From Identity Theft

Statewide Result Area: Improve the economic vitality of businesses and individuals

Statewide Strategy: Provide consumer protection

Expected Results

Reduce financial loss to small businesses and victims due to driver license fraud. Receive over 2,000 allegations of suspected fraud or identity theft annually. Increase the percentage of suspects apprehended for identity and other serious crimes. Provide one of the main sources for law enforcement to obtain pertinent information on suspected criminals, witnesses, and victims. Receive, research, and respond to over 70,000 photo and informational requests, and over 1,000 photomontage requests from law enforcement entities annually. Investigate and process suspected internal employee fraud cases.

A010 Providing Due Process for Drivers

Statewide Result Area: Improve the safety of people and property

Statewide Strategy: Support and enhance highway safety

Expected Results

As of 10/7/2009

Provide due process for drivers before their licenses are suspended. Protect public safety and reduce the risk of fatalities by removing potentially dangerous drivers from the roads. Conduct 18,000 hearings. Collect in excess of \$1.9 million in revenue. Conduct a DUI hearing within 60 days of the incident to more effectively remove impaired drivers from the roadways.

A011 Preparing Citizens to Operate Motor Vehicles Safely

Statewide Result Area: **Improve the safety of people and property**

Statewide Strategy: **Support and enhance highway safety**

Expected Results

Licensing and performance monitoring of 700 driver training school instructors at 230 driving schools annually to ensure that minimum curriculum requirements are met to properly educate and develop the driving skills of 64,000 new automobile drivers.

Certification of 230 motorcycle skills instructors, contracting with 13 rider-training sponsors, and monitoring of 29 training sites facilitating the training of 12,000 students, and the completion of 33,060 motorcycle knowledge tests and 6,500 motorcycle skill tests annually.

A012 Firearms Registration and Licensing

Statewide Result Area: **Improve the safety of people and property**

Statewide Strategy: **Support crime investigation**

Expected Results

The Firearms Program measures its success by processing all concealed pistol, alien firearm and firearm dealer licenses within three business days after receipt of the document; processing court conviction notices within three to five business days after the receipt of a document; completing all certifications (verification of the accuracy of the information contained in the firearms database) within one business day; citizens receive their license or handgun within the time frame required, supporting their constitutional right to bear arms. Law enforcement is able to ensure that only those individuals who can lawfully possess a firearm receive licenses, contributing to public and officer safety. The Department trains over 300 law enforcement record specialists and law enforcement officers statewide each year on how to conduct criminal history background checks on license applicants and procedures to properly complete license documents. Over \$900,000 is collected each fiscal year that is deposited into the General Fund-State.

A014 Centralization of License Requirements For Businesses

Statewide Result Area: **Improve the economic vitality of businesses and individuals**

Statewide Strategy: **Regulate the economy to ensure fairness, security and efficiency**

Expected Results

As of 10/7/2009

The MLS Program measures its success by responding to 8,000 phone calls and 1,000 e-mails each month, resulting in the mailing of an average of 1,500 licensing application packets. It creates statewide efficiency and cost savings for agencies whose licenses are on MLS by avoiding duplicative data entry, processing of funds and renewals, and printing/mailling expenses. MLS provides business owners with multiple regulatory licenses to handle only one license renewal each year. It collects and maintains \$4 million in revenue annually for administrative support of MLS.

A016 Administration of Fuel Tax Collection and Motor Carrier Services

Statewide Result Area: Strengthen government's ability to achieve results efficiently and effectively

Statewide Strategy: Provide state financial services and resources

Expected Results

Provide one-stop vehicle licensing and fuel tax filing services for Washington-based interstate motor carriers. Significantly reduce paperwork and compliance burdens for fuel tax licensing, reporting, and payment of fuel taxes for interstate motor carriers by consolidating fuel tax license and vehicle registration issued by the base state into one process to operate in all states and Canadian provinces. Administration of the IRP and IFTA in Washington. Collect \$2.01.9 billion in fuel taxes per biennium. Issue 16 different types of fuel licenses that impact about 7,000 businesses. Annually process 20,000 business tax returns, and 52,000 licensing transactions. Collect \$43.8 million in Washington commercial vehicle registration fees. Collect and transmit \$12 million to other IRP jurisdictions. License 3,600 IFTA accounts. Annually conduct 400 field audits to ensure compliance and uniformity with prorate and fuel tax statutes. Conduct investigations of suspected fraudulent fuel transactions to ensure fuel taxes are paid to the state. Recover over \$4 million each biennium in unpaid taxes. Process and issue 20,000 prorate and fuel tax refunds annually (\$30 million each biennium). Provide assistance to tribal governments through the pursuit and procurement of 13 state/tribal fuel tax agreements for reimbursement of state fuel taxes. With the Washington State Patrol, Department of Transportation, and state trucking associations, administer the PRISM program (to determine the safety fitness of motor carriers prior to vehicle registration) and the CVISN program.

A017 Professional Licensing and Regulation

Statewide Result Area: Improve the economic vitality of businesses and individuals

Statewide Strategy: Provide consumer protection

Expected Results

As of 10/7/2009

This activity measures its success by ensuring that only applicants who meet minimum qualifications are licensed to practice; providing information on the Internet on licensed professionals and their standing to help consumers make informed choices; taking appropriate corrective action against any person or firm that violates the standards of practice and endangered public health, safety, welfare, or property; removing a license for failure to pay child support or repay student loans; and providing due process and consistent regulation and processes for professions. One hundred percent of real estate brokers, cosmetology salons, cosmetology schools, funeral homes, and cemeteries are audited or inspected over established one, two, or three-year cycles to ensure compliance with regulations. One hundred percent of all licensees required to have background checks are completed. Boxing, martial arts, and other professional athletic events are monitored to ensure the safety of participants and the viewing public. Individuals responsible for apprehending fugitive criminal defendants are screened to ensure that a minimum of training and testing in defensive tools and tactics has been achieved before issuing the licensee as a bail bond recovery agent.

A018 Uniform Commercial Code Program

Statewide Result Area: Improve the economic vitality of businesses and individuals
Statewide Strategy: Regulate the economy to ensure fairness, security and efficiency

Expected Results

The UCC program measured its success in Fiscal Year 2003 by processing approximately 92,172 new filings, conducting 16,146 searches, and collecting approximately \$1.5 million in revenue; providing immediate, online access for the public to file and search at reduced fees; completing all filings and searches within two business days in compliance with federal and state requirements. Quick turnaround is vital to helping banks issue loans and helping businesses to obtain loans in a timely manner.

A020 Administration of Regulatory Functions Involving Vehicle and Vessel Dealers and Manufacturers

Statewide Result Area: Improve the economic vitality of businesses and individuals
Statewide Strategy: Provide consumer protection

Expected Results

Collect \$4.4 million in revenue from dealer license fees per biennium. Investigate over 2,000 consumer and business complaints annually. Conduct 1,300 investigations and over 2,300 inspections, certifications, and technical assistance visits to ensure compliance with the law. Conduct 359 audits of vehicle and vessel dealerships. Fraud and Complaint Investigations ensures that fair and reasonable transactions are available to consumers through the detection and correction of violations of advertising, sales, and services laws and rules. Provide online access and customer services 24 hours a day, offering 41 forms online. Generate \$9.2 million in a combination of revenue for the state and recovered/returned money to consumers. Collect statewide data regarding the value of goods and money recovered and returned to the consumer. Collect fines in excess of \$600,000 for violations. Administer and enforce laws relating to odometer tampering, auto theft deterrents, dealer advertising violations, manufactured/mobile housing regulations, unlicensed vehicle dealer activities, and motor vehicle dealer/manufacture franchise disputes. Examine vehicle and vessel title documents submitted through county auditor offices and subagents for evidence of fraud, and provide evidence to field offices for investigation and agency administrative action or prosecution through cooperation with law enforcement. Examine all applications for financial integrity.

As of 10/7/2009

A021 Administration of Vehicle and Vessel Title and Registration Services

Statewide Result Area: **Strengthen government's ability to achieve results efficiently and effectively**

Statewide Strategy: **Provide state financial services and resources**

Expected Results

Collect \$708 million for the Motor Vehicle Fund, \$33.4 million for the General Fund-State from vessel registration, which supports boating safety education and marine law enforcement programs, \$125.3 million in vehicle excise taxes for the Regional Transit Authority, and \$328 million for the Department of Revenue in use tax for the General Fund-State.

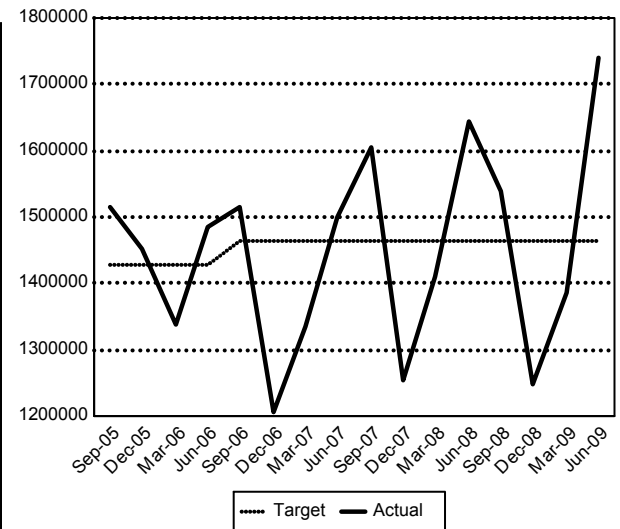
Sell personalized and special designation plates to raise funds for specified accounts and purposes. Document and record approximately 6 million registrations, including 600,000 mandatory license plate replacements, two million certificates of ownership (titles) for motor vehicles, and title and register over 2860,000 vessels annually. Provide the infrastructure, database, and processing system that calculates fees and reports revenue, inventory, and training and technical assistance functions so that these businesses and organizations can provide services. Collect a \$15 fee for the National Crime Information Center stolen vehicle check or and a \$50 Washington State Patrol (WSP) inspection fee. Sell 82,000 (original and renewal) personalized plates annually. Issue 108,000 license plates with special designations for universities, the Mariners, and others, collecting and depositing the funds for the identified organizations. Provide a wide variety of online services through Internet Payment Option services, enabling 24/7 customer convenience. Streamline the reporting process for insurance companies and tow truck operators by providing an online option to meet mandated reporting requirements. Enable 7,700 Internet users per month to access forms online. Notify vehicle owners when license plate replacement is required to ensure plate readability. Partner with the WSP to ensure that VIN (Vehicle Identification Number) inspection requirements are met when titling a vehicle that has been reported as a total loss or destroyed.

As of 10/7/2009

Number of vehicle registrations completed.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	1,463,326	1,739,365	276,039
	7th Qtr	1,463,326	1,385,372	(77,954)
	6th Qtr	1,463,326	1,248,273	(215,053)
	5th Qtr	1,463,326	1,539,526	76,200
	4th Qtr	1,463,326	1,643,915	180,589
	3rd Qtr	1,463,326	1,410,246	(53,080)
	2nd Qtr	1,463,326	1,253,313	(210,013)
	1st Qtr	1,463,326	1,605,576	142,250
2005-07	8th Qtr	1,463,326	1,500,626	37,300
	7th Qtr	1,463,326	1,334,736	(128,590)
	6th Qtr	1,463,326	1,205,453	(257,873)
	5th Qtr	1,463,326	1,514,646	51,320
	4th Qtr	1,427,793	1,485,059	57,266
	3rd Qtr	1,427,793	1,338,650	(89,143)
	2nd Qtr	1,427,793	1,450,984	23,191
	1st Qtr	1,427,793	1,514,646	86,853

Date Measured: 7/29/2009

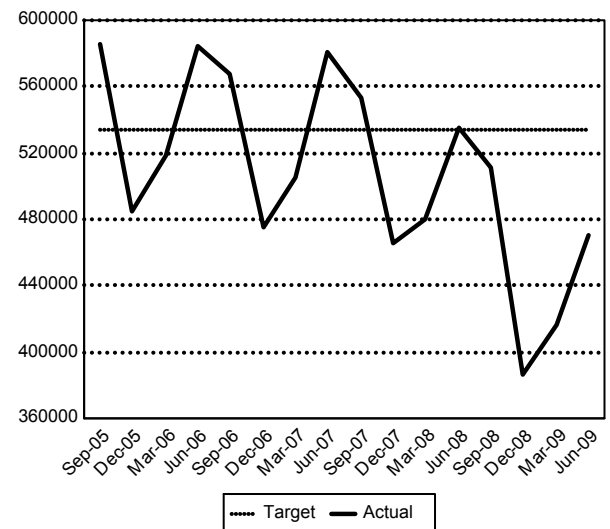
Comment: 6% increase from same months previous year



Number of vehicle title transactions completed.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	533,440	470,437	(63,003)
	7th Qtr	533,440	416,516	(116,924)
	6th Qtr	533,440	386,375	(147,065)
	5th Qtr	533,440	511,058	(22,382)
	4th Qtr	533,440	535,136	1,696
	3rd Qtr	533,440	479,958	(53,482)
	2nd Qtr	533,440	465,475	(67,965)
	1st Qtr	533,440	553,789	20,349
2005-07	8th Qtr	533,440	581,319	47,879
	7th Qtr	533,440	504,958	(28,482)
	6th Qtr	533,440	474,614	(58,826)
	5th Qtr	533,440	567,235	33,795
	4th Qtr	533,440	584,435	50,995
	3rd Qtr	533,440	517,863	(15,577)
	2nd Qtr	533,440	484,415	(49,025)
	1st Qtr	533,440	585,176	51,736

Date Measured: 7/29/2009

Comment: 12% decrease from same months previous year



As of 10/7/2009

ZZZX Other Statewide Adjustments

Statewide Result Area: **Improve the safety of people and property**
Statewide Strategy: **Support and enhance highway safety**